Washington State Department of Social & Health Services

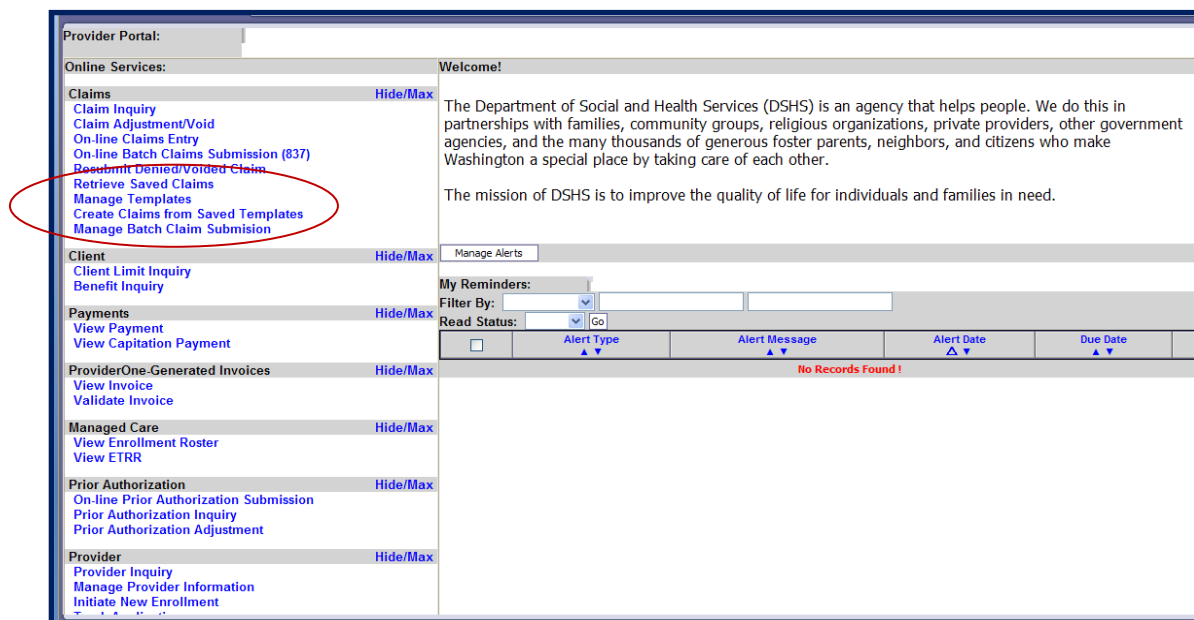**ProviderOne**

February 2011

Save Claim and Template Billing

New provider features Feb. 23, 2011 in ProviderOne

Providers will have access to new features in the direct entry screens of ProviderOne on **February 23, 2011**. The new features are available for Professional, Dental, and Institutional Fee for Service claims. They include:

- Saving a claim so that it can be retrieved later to finish and submit.
- Creating and saving claim templates that can be used over and over so that each claim does not have to start from scratch.
- Creating and submitting a claim from a saved template.
- Submit batches of claims from saved templates.

When you log into the provider portal, you will notice the new menu options in the left column that will be used with the new features:

Is training on the new features available?	Yes. You can see how the new features work by watching the Fee for Service E-Learning appropriate for your claim type (Professional, Dental, Institutional) at http://www.dshs.wa.gov/provider/training.shtml
How does saving and retrieving claims work?	Providers will have the option when entering a claim through the direct entry ProviderOne screens to save the claim and come back to it later to finish. This allows users the freedom to save a claim that is in process rather than be forced to finish the entire claim.
	After clicking the Save Claim button, the claim will be saved to a list. The saved claim can be accessed through the "Retrieve Saved Claims" menu option (circled in the picture above). Once the saved claim is finished, it can be submitted for processing.

What are templates?	Templates are pre-designed electronic claims that a provider can customize by entering standard information for a particular service, client, or group of clients. The template can then be used as a starting point for claim entry with the standard information already filled in. There is no limit to the number of templates providers can create.
Why would I use templates?	If you regularly bill similar services for similar clients, it may benefit you to use templates so that some of the standard information you would have to enter on every claim is prefilled in for you.
	The new template and submit batch template features are intended to provide a creation process that existed in the old WAMedWeb billing system. The functionality will also replace WINASAP 2003 billing software used by some nursing home providers.
	WINASAP software will no longer be supported by ProviderOne beginning May 1, 2011. All electronic claims on and after that date must be submitted to ProviderOne by direct entry in the provider portal, HIPAA batch claims submissions, or through a billing agent or clearinghouse.
How do I access the new template/submit batch features?	In the provider portal, the new features are accessed through these menus: • **Manage Templates** – Use this option to create, edit, and manage templates. • **Create Claims from Saved Templates** – Use this option to start a new claim from a saved template. • **Manage Batch Claim Submission** – Use this option to submit a batch of claims created from saved templates. Using a combination of date ranges and checkboxes, the saved templates selected by a provider will be batched together and submitted as claims for processing in ProviderOne.
	Future enhancement planned for <u>Institutional</u> batch claims process An additional ProviderOne change is planned that will make it easier to submit batches of Institutional claims types, based on <u>admit</u> and <u>discharge</u> dates. This enhancement will be available at a future date yet to be determined. Providers can stay informed of its availability by subscribing to the Medicaid Purchasing Administration's email updates at https://fortress.wa.gov/dshs/hrsalistsrvsignup/
	NOTE – This enhancement will only be available for Institutional claims. It will not be possible to use admit/discharge dates on Professional and Dental claims.
How do I use the new template/submit batch features?	Providers are encouraged to begin using the new template and batch features in a gradual manner, beginning with just a few claims at first while learning the new process. For instructions on how to use the new features, we suggest that you minimally review the E-Learning modules for your claim type on: • Manage Claim Templates (*about 18 minutes*) • Create a Claim for a Saved Claim Template (*about 4 minutes*) • Managing Batch Claim Submission (*about 13 minutes*)
Who can use templates?	Any provider billing through the direct entry screens in ProviderOne can use the template features.
What if I have questions?	Providers with questions about templates should first review the template training materials, and frequently asked questions on the Medicaid Provider website http://www.dshs.wa.gov/provider/index.shtml If those materials do not suffice, the providers should submit a question through https://fortress.wa.gov/dshs/p1contactus/. In the "Select Topic" drop-down on the form, please select Create Template/Batch or call 1-800-562-3022.